

Susan Fay: Millbrook Travel

Give a brief description of your business.

Millbrook Travel is full-service travel agency that provides assistance for all of our client's vacation and business travel needs. With more than 50 years of combined experience, our agents help our customers travel the world with the comfort and convenience that comes from planning a trip with a travel professional. We do this at a cost savings to the client because we work with vendors to negotiate the lowest available prices for airlines, hotels, cruise lines and vacation packages.

How long have you been in business?

Last April we celebrated 25 years of serving the people of Duxbury and its surrounding communities.

How did you get started?

As an avid traveler myself, many years ago I was offered a job at a local travel agency that I was a frequent customer of. Little did I know I was going to make a career out of it, and it was one of the best decisions I've ever made!

What should people know about you and your business?

As the popularity of Internet-based travel websites has increased over the last several years, we have been able to remain competitive because we offer personalized service to match our clients with the perfect travel experience. We not only very often beat Internet prices, we're also just one phone call away when something unexpected happens and you need to make changes to your travel itinerary.

What is the best business advice you ever received?

Always remember to treat your clients with the same care and attention you would give a member of your family. If people feel like you've given them a fair deal, they're not only going to call again, they're going to tell their friends.

Tell us a memorable story about your business.

We had clients who had been married for 45 years when the wife was diagnosed with terminal cancer. The couple decided that they wanted to take a cruise to the countries they



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Susan Fay of Millbrook Travel has booked many cruises for her customers.

always wanted to visit with the remaining time they had left together. In addition to making all of the traditional travel arrangements, we also worked with the cruise line to ensure all of her medical needs were addressed before they left. Because of the circumstances, we were also able to get them a complimentary upgrade to a penthouse suite on the cruise. It was the final trip they were able to take together, and I'm very proud we were able to help make it so special.

Tell us about a mistake you made in business. What did you learn from it?

When I was first getting into the business, I forgot to take a time zone change into account and almost stranded one of our best clients on the other side of the world when he needed to get back in time for his wife's birthday. It's been more than 30 years, but to this day I still think of it every time I'm booking international travel.

If you could wave a magic wand and make any change in your industry that you wanted, what would it be?

To remind the airlines that they need to bring back customer service.

What's the best thing about your job?

The best part of my job is getting to know people's likes and dislikes and then helping them figure out what vacation is going to give them the travel experience they're looking for. Like everyone else, I love to find a good bargain, so helping other people save as much money as they can is always rewarding.

So, how's business these days, anyway?

There's no question that times have been tough for most families, but somehow we've been fortunate to stay very busy. Because so much of our business is corporate travel planning, we have been able to weather lower discretionary spending for family vacations as the economy slowly comes back. This is when our years of experience getting lower prices have really been an added advantage to our customers. But I've been in the business long enough to know that regardless of the economy, people always have a need to get away. And we're here to help them.

Millbrook Travel Consultants is located at 1508 Tremont Street in Duxbury Call (781) 934-0906 for more information.